

BUREAU OF RETIREMENT AND INSURANCE
WASHINGTON 25, D.C.

ADDRESS REPLY TO
"U.S. CIVIL SERVICE COMMISSION"
AND REFER TO

FILE
RH: IK: **ams**
AND DATE OF THIS LETTER

September 14, 1960

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President
Government Employees Health Association, Inc.
P. O. Box 463
Washington 4, D. C.

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Dear

The Commission receives a number of inquiries concerning the benefit provisions of particular health benefit plans approved under the Federal Employees Health Benefits Act.

Where an inquiry of this kind is received, we will provide the answer if it relates to a benefit which is without any question covered by your plan. However, if the inquiry concerns a benefit which is apparently not covered by your plan, or where the answer would require an interpretation of your contract, we will forward the inquiry to you. We do not wish to provide any interpretations of your contract unless the subject matter has come up before and we have had a meeting of the minds with you on the question. Also, we believe you would want, for purposes of general appraisal of your plan, to be kept informed of employee interest in areas in which your plan is not providing coverage.

We are suggesting that our regional offices handle inquiries on benefit provisions in this same way so that all written inquiries concerning your plan may be directed to one point.

We will use the attached letter to notify the correspondent of our referral of the letter to you and will send a copy of our referral to you along with the original inquiry. We would appreciate it if you would send us a copy of your reply to all such correspondence. This will complete our file on the matter and keep us abreast of interpretations of your contract. Our regional offices may use a letter similar to the one attached. Where an inquiry is forwarded to you from one of our regional offices, please forward a copy of your reply to that office.

We will handle telephone inquiries in generally the same fashion, answering those where the benefit in question is one clearly covered by your plan and referring the caller in other cases to the nearest office of your plan which he may contact by phone or letter.

Sincerely yours,

Andrew C. Ruddock

UNITED STATES CIVIL SERVICE COMMISSION

BUREAU OF RETIREMENT AND INSURANCE

WASHINGTON 25, D.C.

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We are referring your recent letter relating to the Federal Employees Health Benefits Program to the health benefits plan concerned. While the Civil Service Commission is responsible for the over-all operation of the Program, each plan is in the best position to answer specific questions about the benefits which it provides. We are asking the plan to reply directly to you so that you can obtain this information as soon as possible.

Sincerely yours,

Solomon Papperman

Solomon Papperman
Assistant to the Director

Copy to